

# Inbound Faxing with Open Text Fax Server and Exchange 2010 Unified Messaging

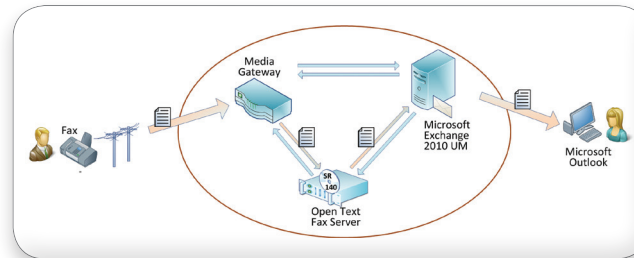
Open Text Fax Server, RightFax Edition has a long and stellar history integrating fax server services with Microsoft Exchange Server. Fax Server is an ideal solution for fax over IP (FoIP) and desktop email faxing when integrating with Microsoft Exchange. The market leader in fax server software, Open Text Fax Server reduces costs, risks, and overhead associated with standalone fax machines and paper driven processes. Fax Server integrates with a wide range of applications and devices, and securely delivers documents to help organizations with compliance initiatives.

## Inbound Fax with Exchange 2010 Unified Messaging (UM) and Open Text Fax Server

Exchange Server 2010 opens a new partner-based model for fax interoperability with Exchange Unified Messaging. Inbound fax was a standard feature in Exchange 2007 UM, but Exchange 2010 UM has no inbound fax capabilities of its own.

Open Text worked with Microsoft to develop fax functionality that would integrate with Exchange Server 2010. To create Fax Server 9.4 FP1, Open Text followed a set of technical and business requirements developed by Microsoft for Exchange 2010 UM to ensure that fax capabilities can integrate seamlessly and are easy to use and manage. Exchange 2010 UM is an IP solution. The underlying fax technology specified by Microsoft

and provided by Open Text Fax Server is T.38 Fax-over-IP (FoIP) with SIP and support for SIP referrals.



### Open Text Fax Server Integration with Exchange 2010 UM

The inbound fax features supported by Fax Server under Exchange 2010 UM support two kinds of users. First are employees who are accustomed to using unified messaging systems that include fax functions and who have phone numbers set up to receive faxes. The other users are IT administrators who have established policies and procedures for dial plans that work in conjunction with Exchange Server.

When a fax comes into an enterprise, Exchange Server 2010 UM forwards it to the Fax Server, which processes the document so it can be transmitted to, and viewed within, Outlook as a native fax message. By default, faxes are sent to Exchange UM and also stored in Fax Server. Employees can use the same contact number for fax and voice, eliminating the need for dedicated fax lines.

After the processing, Fax Server routes the fax through Exchange Server to the recipient's Outlook Inbox and to the Faxes subfolder. The original fax appears as an email

attachment that a user can select and receive an in window view of the content.

## Full featured in and outbound fax with Microsoft Exchange Server

The Open Text Fax Server Connector for Microsoft Exchange is an optional add-on to Fax Server, acting as a communication link between the Fax Server and Exchange Server. Connector for Microsoft Exchange allows users to conveniently send, receive and organize fax documents directly from Microsoft Outlook. Outbound email messages are picked up by Fax Server, converted into fax format and transmitted. Incoming faxes can be automatically routed to an individual or group email mailbox. Fax Server and Active Directory databases can also be synchronized using Connector for Microsoft Exchange.

For more information on the Connector for Exchange go to: <http://faxsolutions.opentext.com/exchange.aspx>.

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